CHAPTER I

INTRODUCTION

1.1 Background of the Study

Nowadays, language is not only the medium for communication and sharing meaning done by human beings as living things, but it also has a broader sense as part of a lifestyle that improved year by year within its existence. Previously, we might simply know language acted as an agent for communication to deliver our information without any hidden purpose behind it. We used to apply it whether by speaking, writing, reading, or listening. But more than that, as stated by Grosjean (1982) language is synonymous with symbols to become a group identity and a form of solidarity. Followed by Sapir (1921) emphasized language is not a biologically inherited function, but is a part of culture. Referring to the ideas presented by Ethnologue (2022) a total of 7,151 languages have been collected with an identification process in all countries of the world globally. Furthermore, a pattern of interaction using language used by the community took place which then shaped life with rapid developments related to environmental and social factors. Therefore, many people around the world use not only their native but also another language that would help them to develop their skills to communicate with people worldwide. It is undeniable that some people can use multiple languages when having a conversation because this is related to the environment in which they live. This ability is synonymous with the label bilingualism.

Bilingualism refers to the ability of a person who is a member of a community to carry out conversation patterns more effectively by involving more than one language. At the same time, people who can speak two or more languages and keep them separate are referred to as bilinguals. According to Grosjean (1982), people who can practice communication patterns involving multiple languages can switch their language anytime they speak from one language to another according to their ability and the topic of the conversation. However, the proficiency of a bilingual in terms of practicing the communication of many languages, or in other words, the code with the same elements refers to code switching in sociolinguistics.

Currently, the form of code switching is often manifested in various dimensions and functions, apart from the realm of communication. Examples can be identified in political activities, or related to entertainment, to the business industry. Code switching has been shown to be an effective method of interacting in order to quickly obtain information, which can be in the form of audio or visual data. A concrete example can be observed from TV programs that are broadcasted on several Indonesian TV channels where there is an element of code switching which is manifested in the conversations of public figures when carrying out conventional-based communication practices. This is a clear example that the use of code switching in work makes interactions more interesting, informative, and trendy for a wider audience to listen to. Recently, code switching became common to find in Indonesian TV programs and created a trend of communicating. This action usually occurs when they communicate in Indonesian—as the native language

before switching the code to English. Focused on entertainment-type of TV programs, plenty of television channels use code switching while speaking to keep the conversation engaging yet amusing to watch. And one of them that in its implementation contains code switching activities is Indonesia's Next Top Model Season 1. The program is broadcasted via the NET TV channel.

INTM or Indonesia's Next Top Model Season 1 refers to the Indonesian television series with the appearance of talented and beautiful women getting the title of Indonesia's Next Top Model as well as an extraordinary opportunity to pursue a career. This season is accompanied by professional judges named Luna Maya and Patricia Gouw with well-known titles as national celebrities and global class models. This is the first reality show program with the theme of a modeling competition in Indonesia. It is not surprising that this program is much awaited and interested by everyone, especially its fans.

The author chooses to analyze intensely the code switching spoken by Luna Maya and Patricia Gouw in Indonesia's Next Top Model Season 1 because they are bilinguals who convey the show in a fruitful and funny way that makes the audience feel interested in every episode. Also, the models—who are mostly bilinguals responded to them in a good way to create an amusing yet inspired reality show in modeling and fashion themes. Eventually, this interaction caused a lot of code switching to occur and made the author interested to analyze it deeply. Patricia's and Luna's actions directly focused on the pattern of switching code appearing from Indonesian to English and vice versa which becomes style and character when

communication is carried out. Especially when explaining topics regarding models and fashion. Therefore, the author found many code switching involved in diverse types and reasons that are worth to identify.

In detail, this study has two specific objectives including understanding the dominant types and reasons of code switching in Indonesia's Next Top Model (INTM) Season 1 program on NET TV. Hence, the code switching data collected from this TV program has been spoken by Luna Maya and Patricia Gouw. Both of them are bilinguals who effectively convince the audience about using code switching to the audience based on the topic and their listeners. That is why code switching comes with advantages and disadvantages reaction in its application. Other than that, using too much code switching also may be misunderstood by the listener who is not good with the different language that the speakers use. Thus, as a result of this viewpoint on the utility of code switching in language culture, the author wishes to convey a study of the influence of code switching used by Luna Maya and Patricia Gouw in INTM Season 1 which is a program on NET TV, along with the dominant type and the reason for using it.

1.2 Problems of the Study

The phenomenon of code switching is found in NET TV's "Indonesia's Next Top Model Season 1" Program. Thus, the main focus of this study is on Indonesian—English code switching, and the related problems that will be analyzed are:

1) What are the types of code switching found in "Indonesia's Next Top Model Season 1" Program on NET TV? 2) What are the reasons that influence the code switching found in that program?

1.3 Objectives of the Study

Based on the research problems that have been presented in the formulation, there are several points of purpose including:

- To find out the types of code switching that found in "Indonesia's Next Top Model Season 1.
- 2) To analyze the reasons that influence the code switching found in that program.

1.4 Limitation of the Study

This study focuses on the process of identifying and analyzing various basic reasons and types related to the switching of the Indonesian language code to English as said by Luna Maya and Patricia Gouw in the "Indonesia's Next Top Model Season 1" program on NET TV. As a result, the data for this study derived from the utterances found in several Youtube videos of Luna Maya and Patricia Gouw in "Indonesia's Next Top Model Season 1" Program on NET TV. Furthermore, the theories that used are those proposed by Poplack (1980) and Hoffman's (1991) theories.

1.5 Significance of the Study

The significance of this research could be expected as one of the resources of data about codes switching in Reality Show type of TV program. This study expected as well to be used as reference for the next researcher in sociolinguistic,

especially about code switching. Thereafter, this significance divided into theoretical and practical components, as illustrated in the brief composition below:

1.5.1 Theoretical Significance

Theoretically, this study expected to enrich and provide information of sociolinguistic to the reader to be understood, well-learnt, and developed their knowledge about bilingualism aspect especially in code switching utterance or phenomenon.

1.5.2 Practical Significance

Practically, this study helped the reader to analyze and focus on code switching used in their programs. It is also expected to provide resources to further researchers and readers engaged in sociolinguistic research. In this case, the author hopes that his study can experience better development, especially for those who are interested in sociolinguistics who refer to the topic of code switching.

CHAPTER II

REVIEW OF RELATED LITERATURE, CONCEPTS, AND THEORIES

2.1 Review of Related Literature

In an academic study, a literature review provides one of the main supporting evidence that the author used to refine their research from previous studies. Five study findings that are similar to the component aspects will be presented, including a summary describing the elements of the similarities and differences that can be put forward for comparison in this research. It consists of three thesis and two articles from peer-reviewed journals. The first research by Rahmaniah (2016) with the title "Code Switching used by Kimmy Jayanti in 'iLook' Program on NET TV", from State Islamic University of Maulana Malik Ibrahim Malang (Department of Letters and English, Faculty of Humanities). The second, "An Analysis of Code Switching and Code Mixing in Teaching English Process in SMAN 5 Pinrang" by Salmawati (2020), from the English Language Education Program, Faculty of Tarbiyah, State Islamic Institute (IAIN) Parepare. The third, "Code Switching Found in Youtube Channel of Daniel Mananta Network" by Setiawan (2021) from the English Study Program, Faculty of Foreign Languages, Mahasaraswati University, Denpasar. The fourth, "An Analysis of Code Switching Found in Youtube Channels of Sacha Stevenson" by Ayustini, et al. (2020) from the English Study Program, Faculty of Foreign Languages, Mahasaraswati University Denpasar entitled. The last, "The Reasons of Code Switching Found in Pamungkas' Speech

During Podcast Talks/Interviews" by Irawan, et al. (2021), from the Elysian Journal, Denpasar.

The first review was adapted to a study by Rahmaniah (2016), "Code Switching Used by Kimmy Jayanti in the "iLook" Program on NET TV". In particular, it contains the specific goal of understanding the dominant types of code switching and the reasons underlying them. The researcher uses Romaine in Susanto's (2008) and Hoffman's (1991) code switching theory to describe and categorize the dominant type of code switching performed by Kimmy Jayanti and the reasons why she uses it. Data analysis was carried out using descriptive qualitative research design methods to analyze data in the form of descriptive utterances. Furthermore, the author used the figure of Kimmy Jayanti as an instrument. The figure was chosen because it is an active key and can be observed directly for analysis purposes. The findings obtained are that there are three types of code switching and the reasons are 7. Then Kimmy Jayanti's idea is that there are 49 intra-sentential switching, 34 inter-sentential switching, and 9 tag switching with details. Based on the data found in this study, this type of intra-sentential code switching is the most often used by Kimmy Jayanti in the "iLook" program on NET TV because Kimmy seems more relaxed and flexible when clauses or sentences containing code switching occur when explaining things fashion stuff in TV programs. Thus, the most dominant reason for Kimmy Jayanti to switch languages was to talk about certain topics, namely 41 data.

Followed by the second thesis conducted by Salmawati (2020) entitled "An Analysis of Code Switching and Code Mixing in Teaching English Process in SMAN 5 Pinrang". The main subject of the study is the discussion of the types of code mixing and code switching in the teaching and learning process at SMAN 5 Pinrang. There are two problems in the research conducted, namely the types and causal factors that contribute to the use of code switching and code mixing by teachers in the process of learning English at SMAN 5 Pinrang. The final result of data analysis is in the form of code switching which is more prominent than the code. Second, based on the analysis of the data obtained from the questionnaire, the factors that prompted the teacher to do code switching and code mixing were because students better understood the teacher's explanations, students better understood the teacher's intentions and requests, and factor conditions as well. The results of the researched data analysis found that tag switching was the most dominant type of code switching used. Tag switching contributed 76% of the total, 11% of intra-sentential switching, and 13% of inter-sentential switching, while internal code mixing contributed 23%, outer code mixing contributed 77%, and hybrid code mixing contributed 0%. In addition, data analysis in the questionnaire found reasons that prompted teachers to do code switching and code-mixing because students better understood the teacher's explanations, students better understood the teacher's intentions and requests.

After that, the third review is explained through a study entitled, "Code Switching Found in the Daniel Mananta Network Youtube Channel" by Setiawan (2021). In particular, the purpose of this research is to understand the types of code

switching which makes the object of research, namely Daniel Mananta as well as the reasons why Daniel Mananta switches code from one language to another on his Youtube Channel. The study used the theory put forward by Poplack (1980) to classify the types of code switching and Hoffman's theory (1991) to analyze the reasons for using code switching. The data sources in this study were taken from 2 videos on the Daniel Network's Youtube Channel using descriptive qualitative methods in order to clearly describe the information and data results. Thus, the results show that there are three types of code switching used by Daniel Mananta, and 6 reasons for code switching are also found. In detail, there were 52 (58.4%) intra-sentential switching, 27 (30.3%) inter-sentential switching, and 10 (11.2%) tag switching. Meanwhile, Daniel Mananta's most dominant reason for switching language codes was to talk about certain topics, namely 51 (57.3%).

The fourth study is Ayustini, et al.'s article (2020) entitled "An Analysis of Code Switching Found in Youtube Channels of Sacha Stevenson". The main concern of this article is to identify the types of code switching found on Sacha Stevenson's Youtube Channel and the reasons for using those types of code switching. The research data search was taken from several videos on Sacha Stevenson's Youtube Channel and analyzed using descriptive methods. Then it is explained related to research based on the analysis stage of code switching theory. This discussion refers to the notion by Appel and Musyken (1987). Not only that, continued the theory by Gross Jean (1982). It can be concluded from the findings of the study that there are 3 types of code switching on Sacha Stevenson's Youtube Channel and ten reasons for code switching are also found. In detail, there are intra-

sentential switching, inter-sentential switching, and tag switching where the most dominant type of code switching found is intra-sentential switching with a total of 62 or 69.7% of the data. Meanwhile, Sacha Stevenson's most dominant reason for switching her language code was to fulfill linguistic needs for lexical items, set phrases, discourse markers, or sentence fillers, namely 48 or 53.9% of the data.

The last review was taken from Irawan, et al.'s article in 2021 entitled "The Reasons of Code Switching Found in Pamungkas' Speech During Podcast Talks/Interviews". This study aims to analyze the reasons and identify the types of code switching that Pamungkas did as a resource person in four podcast episodes on Spotify from the most used to the least used. Researchers used quantitative and qualitative methods when analyzed through the theory put forward by Hoffman (1991) about the seven reasons for code switching. The results of this study indicate that there are 78 code switching data, and seven reasons for code switching are found from the theory. Based on the results shown, the most widely used reason was to reveal group identity with 28 (35.89%) data, then followed by discussing certain topics with 22 (28.21%) data, 11 (14.11%) exclamations, 7 (8.97%). firm about something, 6 (7.70%) used repetition for clarification, and 3 (3.84%) quoted others. Meanwhile, the least reason was the intention to clarify the contents of the speech for the other person, namely (1.28%) data.

From the five pieces of literature that have been reviewed above, we may summarize there are similarities found in every research compared to this research as follows:

- 1) The result of the reviewed literature by the author shows that one of the objectives of these five studies is to talk about code switching found in each data source. In detail, the research from Rahmaniah (2006), Salmawati (2020), Setiawan (2021), Ayustini, et al. (2020), and Irawan, et al. (2021) focused on analyzing the types of code switching found in the data source. It showed that they have similar objectives to this research in analyzing the data. Though especially in Salmawati's (2020) research also analyzes the type of code mixing found in the data.
- 2) Moreover, other similarities were found in the theories used in identifying the types of code switching in the data source. The theory by Poplack (1980) is used to identify the types of code switching found in Setiawan's and Ayustini, et al.'s research which is the same as this study.
- 3) And then, other similarities show that the other objectives of Rahmaniah (2016), Setiawan (2021), Ayustini, et al. (2020), and Irawan, et al. (2021) also focused on analyzing the reason of code switching found in the data source. It showed that they have similar objectives to this research in analyzing the data.
- 4) After that, in analyzing the reason of code switching found in the data, Rahmaniah (2006), Setiawan (2021), and Irawan, et al. (2021) used the same theory as this research, which is the theory proposed by Hoffman (1991).
- 5) Lastly, there are similarities between this research with Rahmaniah's (2016), Setiawan's (2021), and Ayustini, et al.'s (2020) research that took the data from an online platform called Youtube.

On the other hand, there are also differences between the five pieces of literature that have been reviewed above compared to this research as follows:

- There are different theories used by this research compared to Rahmaniah (2016) and Salmawati (2020) in analyzing the types of code switching found in the data.
- 2) Moreover, the theory used in identifying the reason of code switching from Ayustini, et al.'s research is different from this research that used Hoffman's (1991) theory.
- 3) Lastly, the objectives of the study of these five researches are totally different from this study although in collecting the data some of them use the same online platform named Youtube.

2.2 Concepts

In an effort to gain a comprehensive understanding of this research, it is necessary to seek discussion of various types of concepts that are correlated with the topic. The concepts involved in this research include:

2.2.1 Bilingualism

The ability to speak multiple languages fluently is associated with the notion of bilingualism. It is a form of language acquisition in which a person learns two languages from birth or from a very young age. Bilingualism have a relation with the use of many languages (for example 2 languages) in a particular context, such

as in a school or workplace. Trudgill (2003) describes the meaning of bilingualism which refers to the proficiency of an individual when practicing the use of multiple languages, which can be more than two languages (p. 24). There are countries in the world that have received the title of a bilingual country because there are many diverse languages. The ability to speak many languages is its specific feature.

This includes social events with massive distribution. It is undeniable that communication is the basis of social interaction in life. During social interactions, societies frequently use so many languages in their primary language. It is done with the intention of conveying what they mean in communication. This is referred to as 'communication development.' It happens in almost every aspect of people's life.

2.2.2 Code Switching

Code switching is part of the practice of changing languages (usually it has to do with dialect elements of more than 1 language in a conversation). This condition is normal in a multilingual society. It should be understood that in this case it is not always associated with a label from one's identity. Furthermore, it can be linked as a driving factor in the interests of two-way communication. Most people often avoid it because it puts aside certain circumstances, for example formality or status in social life (Hoffmann, 1991:113). This can also happen during a period of language switch to another language. Reflecting on the narrative of Brown and Attardo (2000) emphasizing that the code switching scheme between dialects, styles, or languages that are different in nature can occur in sentence patterns or adjacent pairs

(p. 84). Furthermore, the idea by Hymes (1974) has gathered information that code switching has become a label in general for realizing the process of switching between two or many languages, including the phenomenon of style and variations of language (p. 103). Based on the theory presented in the previous paragraph, a conclusion can be drawn that code switching can occur when individuals make changes to the language they use. This can also happen when someone makes changes related to speech styles or dialects. Referring to the idea conveyed by Holmes (1992) it is explained that code switching can occur when the speaker changes the language. Code switching mediates between clauses independently.

2.2.3 Indonesia's Next Top Model Season 1

The acronym as INTM or Indonesia's Next Top Model refers to the Indonesian television series which is basically the American Tyra Banks Next Top Model program and followed by Asia's Next Top Model with the appearance of talented and beautiful women to get the title of Indonesia's Next Top Model as well as an extraordinary opportunity to pursue a career. The broadcast of the series is on the NET TV channel which is known to have existed since November 28, 2020. Each season, the program has around 40 aspiring professional models in regular episodes, with several special recap episodes that are deliberately shown at the end of the season. 16 contestants are selected each season. The competitors were assessed over a period of weeks for their performance, especially those who could complete a series of challenges and could show the best photos.

The program applies the principle of elimination. In some case, there is a double elimination policy based on the professional judgment of the judges. Travel to destinations internationally is usually set in two-thirds of the season. But giving a makeover early in the season.

In the first round, using the verdict of the jury named Luna Maya and Deddy Corbuzier, accompanied by other panels, they acted like creative consultants. Meanwhile, Patricia Gouw and Panca Makmun were included in the judging panel. Another role is that of mentoring models and trainers for catwalk purposes. There are 2 alumni mentors named Ayu Gani and Jesslyn Lim. Furthermore, Deddy and Patricia were the guest judges (second round) and their mentors were Ayu Gani and Ivan Gunawan (first round).

2.3 Theories

It is necessary to add an accurate theory to carry out scientific data analysis. This research involves two theories. The first refers to the analysis of three types of code switching with its inventor, Poplack (1980) in the publication of the book Bilingualism Second Edition, with a detailed division in the form of intra-sentential code switching, inter-sentential code switching, and lastly tag switching. Furthermore, referring to the second theory with its inventor, namely Hoffman (1991: 113), there are several aspects that need to be considered in carrying out the analysis stage of code switching reasons, including:

- 1) Talking about particular topic.
- 2) Quoting somebody else.

- 3) Showing emphatic about something
- 4) Interjection (inserting sentence fillers or sentence connectors)
- 5) Repetition used for clarification
- 6) Expressing group identity
- 7) Intention of clarifying the speech content for interlocutor

2.3.1 Types of Code Switching

Poplack (1980) code switching is described in 3 types, according to the explanation below:

2.3.1.1 Intra-Sentential Code Switching

This has a correlation with language changes that occur in a sentence. This code switching can also be related to clause boundaries. Often, these forms are part of a word-border mix. Given that intra-sentential code switching takes place in sentences or clauses, such as:

What so funny? Come be good. Otherwise, yu bai go long kot.

What so funny? Come be good. Otherwise, you will go to the court

(Tok Pisin in English speech by Poplack, 1980)

Then with the supporting theory put forward by an expert named Hoffman (1991) it is conveyed if this is part of the substitution that occurs in a sentence. This often happens when people involve one language into another in sentence they use to convey ideas.

2.3.1.2 Inter-Sentential Switching

Inter-sentential code switching emphasizes that code switching between sentences is a form of transition that involves switching from one language to another between the sentences being conveyed. Such conditions also involve transitional forms of the entire sentence or can include a content of a minimum number of sentences of two or more produced in the language. With the pattern of alternation that appears this is a function of emphasizing points made in other languages in the conversational schema. One of several examples can be seen from Poplack's (1980) in English to Spanish speech.

Sometimes I'll start sentence in English y termino in espanol (Sometimes I'll start sentence in English and finish in Spanish.)

2.3.1.3 Tag Switching

Tag switching has something to do without effort to insert tags from one language into utterances that are fully in another language. The tags involved are indeed easy to insert into the utterances of a number of points in monolingual utterances without violating the syntactical rules. It clearly means tag switching is able to be inserted in plenty different position in the sentence. That simply makes tag switching easy to identify from the other two types of code swithcing.

Such as:

Muttaenmavavittinyt, no way!

(But I'm not bothered, no way!)

(Poplack, Wheeler, and Westwood, 1987)

2.3.2 Reasons of Code Switching

Everything happens for a reason, such as when people become bilingual and use code switching during their conversations, both formal and informal. Code switching is used for a variety of reasons that help people be more confident in their conversations, such as being trendy, more meaningful, and more expressive in showing their intentions when speaking. Therefore, this study will analyze basis of code switching. This mean to exposure about Hoffman's theory (1991: 115-116) which consists of seven reasons which are explained below. Hoffman (1991) describes at least 7 reasons bilinguals switch languages in a conversation. The first is very related to other people's quotes. Then there is a correlation with the empathy factor. Not only that, it also relates to patterns of repetition or repetition and interjections in the interest of clarification. It should be underlined that the context provides clarity on the content of speech and identity. More clearly summarized in the following 7 reasons.

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2.3.2.1 Talking about a Particular Topic

Many people speak multiple languages for one topic, according to a study by Hoffman (1991). There are times, these speakers feel comfortable when expressing feelings with language. The example of this talking about a particular topic is shown down below from French-English Bilinguals:

'Va chercher Marc (go and fetch Marc) and bribe him avec un chocolat chaud (with a hot chocolate) with cream on top' (Hoffman 1991: 112)

It shows us the way the speaker felt comfortable is using the code switching in French - English while speaking in specifically topic.

2.3.2.2 Doing Someone Else's Quote

The example above shows us the way the speaker felt comfortable is using the code switching in French – English.

Still in the theory presented by Hoffman (1991) if there are many people like quotations of phrases. This can be related to the idea of character in nouns. People use it because they want to smooth expression and make a better impression. Examples can be observed below:

'Y si dices "perdon" en castellano, se te vuelve la mujer y te dice: (".. and id you say "sorry" in Castilian Spanish, the lady turns to you and says:')

'En catala' ('In Catalan!) (Hoffman 1991: 112)

2.3.2.3 Expressing Emphatic about a Situation

According to Hoffman (1991), the tendency to speak assertively about certain topics, makes someone able to switch to their mother tongue or second language. This can be done with intentional motives or not. Additionally, many consider this context to tend to show empathy with the second language in some cases. As an example of being emphatic about something as follows:

'Hay cuatro sillas rotas y' (there are four broken chair and') prou! (that's enough!') (Hoffman 1991: 111)

It has shown that the speaker using code switching intentionally or unintentionally when they conveniently expressing his emphatic through switch their language.

2.3.2.4 Interjection (Inserting Sentence Filler or Sentence Connector)

The form of an expression or word that appears spontaneously is associated with the notion of interjection. This includes the part of a word that appears as a separate utterance with the intent of meaning, or it could be associated with emotional spontaneity and forceful expression. Hoffman (1991) argues, when bilingual speakers switch to another language, there are interjection marks here. This case can occur due to intentional or even unintentional elements where there is a bond of spontaneous reaction in it. The example for interjection sentence is down below:

"Oh! Ay! It was embarrassing! It was very nice, though, but, I was embarrassed!" (Hoffman 1991: 112)

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2.3.2.5 Repetition Used for Clarification

Hoffman (1991) stated that bilingual or multilingual people can clarify their speech to the listener before using two languages that they mastered. He suggested that people can tell the same message using both of the languages that he mastered. And at this time, they will use repetition to specify the speaker's previous utterance. The example of repetition used for clarification as follow:

'Tenia zapatos blancos, un poco, they were off-white, you know.' (Hoffman 1991: 112)

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2.3.2.6 Expressing Group Identify

According to Hoffman (1991: 116) he also explained if expression of a group's

identity can also be represented from this code switching. Academics in disciplinary

groups communicate in ways that are distinct from those found in other groups.

That also has similarity with social status which stated in his book if this reason is

belonging to the bilingual community like "Estonia in Sweden or Puerto Ricans in

USA and solidarity with such a group. Code switching also frequently quite among

the teenagers in the immigrant communities". One of the example on the word

"hitch-hiker":

'Naa, Sven, hitshaiker thsb lifti'

('Look, Sven, a hitch-hiker wants a lift')

2.3.2.7 Intention of Clarifying the Speech Content for Interlocutor

As a result, Hoffman (1991) emphasizes that people who are bilingual or

multilingual when communicating can engage in code switching at any time. This

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use can be used as a smart way, so that the content conveyed can be clearly

understood by listeners. Examples can be observed below:

Cristian (4:0): (introducing her younger brother to a new friend of hers)

'This is Pascual'

Friend: 'What's his name?' (i.e, she didn't catch it)

Cristian: 'Pascual!'

Friend: 'Oh...